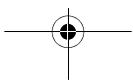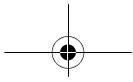# Sprint®

SP708 4-Line
Phone System

Owner's Manual

Please read before using this equipment.
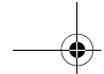
❏ *Contents*

WARNING: To reduce the risk of fire or shock hazard, do not expose this product to rain or moisture.

⚡	**CAUTION** RISK OF ELECTRIC SHOCK. DO NOT OPEN.	!

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER OR BACK. NO USER-SERVICE-ABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL.
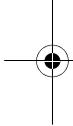
This symbol is intended to alert you to the presence of uninsulated dangerous voltage within the product's enclosure that might be of sufficient magnitude to constitute a risk of electric shock. Do not open the product's case.

This symbol is intended to inform you that important operating and maintenance instructions are included in the literature accompanying this product.
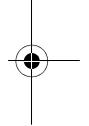
☐ *Features*

Your Sprint 4-Line Phone System combines advanced telephone technology with a complete four-line telephone system. You can connect up to twelve stations, with each serving as an extension on which you can make and receive outside as well as internal calls.

The phone's other features include:

Caller ID Memory — stores and displays up to 140 incoming call records (incoming phone numbers and names).

Auto Attendant System — sets one station as Auto Attendant so every call is first received by that station.

Intercom with Paging — lets you call individual stations, or page all stations at the same time.

Digital Speakerphone — allows clear handsfree conversations.

Call Routing — lets you route callers to any extension.

Headset Jack — lets you attach a headset (not supplied) for hands-free convenience.

Hearing Aid Compatibility — lets you use your phone with hearing aids that have a T (telephone) switch.

TAD (Telephone Answering Device) Features

Timed Answering — lets you set two outgoing messages to answer calls during a specified time of a day.

Multiple Answering Messages — lets you make up to six messages for the caller to hear.

Programmable Remote Access Code — lets you set a three-digit remote access code for secure remote operation.

Call Screening — lets you listen as a caller leaves a message so you can decide whether or not to answer the call.

Toll-Saver — lets you avoid unnecessary charges when you call by long distance to check your messages.

Variable Speech Control — allows you to change the speed of message playback without affecting the tonal quality.

Your local telephone company might offer a special telephone service called Rollover or Hunt. This service allows incoming calls to a line in use to automatically switch to the next available telephone line. Contact your local telephone company for more information regarding this service.

The phone comes with the following items:

- telephone base

- handset

- coiled handset cord

- two long RJ14 modular cords and two short RJ14 modular cords

- AC adapter

- mounting bracket (attached to the telephone's base)

- spare autodial station card

- $^3/_{32}$-inch (2.5 mm) headset jack adapter (sub-mini to modular type plug converter)

- extension card

READ THIS BEFORE INSTALLATION

We have designed your system to conform to federal regulations, and you can connect it to most telephone lines. However, each telephone (and each device, such as an answering machine) that you connect to the telephone line draws power from the telephone line. We refer to this power draw as the device's ringer equivalence number, or REN. The REN is on the bottom of your system.

If you use more than one telephone or other device on the line, add up all of the RENs. If the total is more than five, your telephones might not ring. In rural areas, a total REN of three might impair ringer operation. If ringer operation is impaired, remove a device from the line.

Warning: To prevent fire or shock hazard, do not expose this product to rain or moisture.

FCC STATEMENT

Your system complies with Part 68 of *FCC Rules*. You must, upon request, provide the FCC (Federal Communication Commission) registration number and the REN to your telephone company. These numbers are located on the bottom of the telephone's base.

Note: You must not connect your telephone to:

- coin-operated systems

- party-line systems

- most electronic key telephone systems

THE FCC WANTS YOU TO KNOW

In the unlikely event that your telephone causes problems on the telephone line, the telephone company can disconnect your service. The telephone company attempts to notify you in advance. If advance notice is not practical, the telephone company notifies you as soon as possible and advises you of your right to file a complaint with the FCC.

Also, the telephone company can make change to its lines, equipment, operations, or procedures that could affect the operation of this telephone. The telephone company notifies you of these changes in advance, so that you can take the necessary steps to prevent interruption of your telephone service.

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Your phone might cause TV or radio interference even when it is operating properly. To determine whether your phone is causing the interference, turn off your phone. If the interference goes away, your phone is causing it. Try to eliminate the interference by:

- moving your phone away from the receiver

- connecting your phone to an AC outlet that is on a different electrical circuit from the receiver

- contacting your local RadioShack store for help

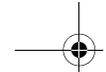If you cannot eliminate the interference, the FCC requires that you stop using your phone.

LIGHTNING

Your telephone has built-in protection circuits to reduce the risk of damage from surges in telephone and power line current. These protection circuits meet or exceed the FCC requirements. However, lightning striking the telephone or power lines can damage your telephone.

Lightning damage is not common. Nevertheless, if you live in an area that has frequent electrical storms, we suggest that you unplug your telephone when storms approach to reduce the possibility of damage.

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

1. Read and understand all instructions.

2. Follow all warnings and instructions marked on the product.

3. Never install telephone wiring during a lightning storm.

4. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

5. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

6. Use caution when installing or modifying telephone lines.

7. Do not fix the AC power supply cord to building surfaces with metal fittings.

8. Unplug the telephone from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

9. Do not use the telephone near water, for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.

10. Do not place the telephone on an unstable cart, stand, or table. The telephone may fall, causing serious damage to the product.

11. Slots and openings in the cabinet and the back or bottom are provided for ventilation. To protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This telephone should never be placed near or over a radiator or heat register. This telephone should not be placed in a built-in installation unless proper ventilation is provided.

12. This telephone should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your local power company.

13. Do not allow anything to rest on the power cord. Do not locate the telephone where the cord will be stepped on.

14. Do not overload wall outlets and extension cords as this can result in a risk of fire or electric shock.

15. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
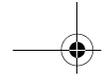
16. To reduce the risk of electric shock, do not disassemble the telephone. Take it to a qualified serviceman when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the telephone is subsequently used.

17. Unplug the telephone from the wall outlet and refer servicing to qualified services personnel under the following conditions:

   • When the power cord plug is damaged or frayed.

   • If liquid has been spilled into the product.

   • If the product has been exposed to rain or water.

   • If the telephone does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.

   • If the product has been dropped or the cabinet has been damaged.

   • If the product exhibits a distinct change in performance.
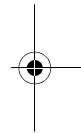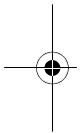
18. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

19. Do not use the telephone to report a gas leak while in the vicinity of the leak.

SAVE THESE INSTRUCTIONS
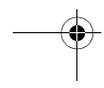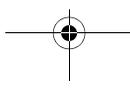
❏ *A Quick Look at Your Phone*

Use these buttons to select options that appear on the screen by pressing the button below the desired option.

Indicator lights when Auto Attendant is on, see Page 28.

SCREEN/DO NOT DISTURB — press to stop in-coming calls and pages. To resume taking calls and pages, press again.

SCRATCH PAD — press once while the phone is on- or off-hook. Enter a number you want to store, then press again. The phone beeps once. To dial the stored num-ber later, lift the handset and press SCRATCH PAD. When the number appears on the screen, press DIAL.

MEMORY DIAL — while on-hook, enter a number you want to store, then press once. Press again to view the number. To dial a stored number, lift the handset and press MEMORY DIAL once.

REDIAL — press to redial the last phone number you called.

SPEAKER — press once to use speakerphone, twice to hang up. Talk clearly in the direction of the phone. To switch to the handset, lift the hand-set. To switch back, press SPEAKER again.

❒ *Installation*

Installing your phone is easy, but it is important that you follow the instructions in the sequence that they appear in this manual for the telephone to work properly.

PLANNING YOUR SYSTEM

To take full advantage of many of the system's features, you must have four telephone lines with separate phone numbers. However, you can choose to connect the system to only one, two, or three telephone lines.

You can connect the system to two-line modular telephone line jacks, or you can connect it to single-line jacks. If you use single line jacks, you must also use an optional two-line coupler available at your local RadioShack store.

Notes:

- Your system is for tone lines only. If your telephone service is pulse type, check with your telephone company about changing to tone service.

- Your system connects directly to a modular telephone line jack. If your telephone wiring does not have a modular jack, you can update it yourself using jacks and adapters available at your local RadioShack store, or have the telephone company update the wiring for you.

- The line that connects the telephone jacks to the telephone company's wiring must be twisted-pair cable. Otherwise, you might experience interference (crosstalk) between telephone lines.

- The USOC number of the two-line jack to be installed is RJ14C (or RJ14W for a wall plate jack). The USOC number of

the single-line jack to be installed is RJ11C (or RJ11W for a wall plate).

Before actually starting the connections, plan your system accordingly.

1. Identify the number of stations you need (maximum is 12).

2. Determine which outside lines connect to which stations (maximum 4 per station).

3. Decide which stations require a private line (see "Setting the Private Line" on Page 16).

SYSTEM COMMUNICATION

The system uses Line 1 to transmit information such as system and line use status, as well as up to two simultaneous intercom conversations.

Lines 1 and 2 must be common to all stations. Lines 3 and 4 can be common to all or some of the stations.

Note: If Line 1 is disconnected, you can still make and receive phone calls on the other lines, but the phones will not work as a system.

Square Configuration

When all lines are all common, the configuration is called *square*. Since all lines are common, calls on any line can be transferred to any station.

Non-Square Configuration — Private Line Support

When all lines are not common, the configuration is called *non-square*. Depending on

which line is connected to which station, you can transfer calls on some lines to some stations.

The following chart shows a *sample* non-square configuration. In this configuration, lines 1 and 2 are common to all stations, and lines 3 and 4 are available to groups of stations. Station 11 is the Auto Attendant station. Since all lines are available at the Auto Attendant station, the Auto Attendant can answer all lines.

Calls to Lines 1 and 2 can be transferred to all stations.

Calls on Line 3 can be transferred to all stations except stations 14 and 15.

Calls on Line 4 can only be transferred to the stations that have Line 4 (stations 11, 16, and 17 in the sample below). If you want to build a non-square configuration, we suggest you make a planning chart similar to the one shown for easier connection.

Station ID	Line Number			
	1	2	3	4
Station 11 (Auto Attendant)	X	X	X	X
Station 12	X	X	X	
Station 13	X	X	X	
Station 14	X	X		
Station 15	X	X		
Station 16	X	X	X	X
Station 17	X	X	X	X
Station 18	X	X	X	
Station 19	X	X	X	
Station 20	X	X	X	
Station 21	X	X	X	
Station 22	X	X	X	

Note: See "Setting the Private Line" on Page 16 to effectively use the private line(s).

MOUNTING THE SYSTEM

You can place your phone on a desk, or mount it on a standard wall plate or directly on a wall. Select a location that is near a modular telephone line jack and an AC outlet.

On a Desk

1. Remove the mounting bracket by pulling it down.

2. Plug one end of one of the supplied 2-line modular telephone line cords into **LINE 1&2** on the bottom of the telephone.

Telephone Cord

AC Adapter Cord
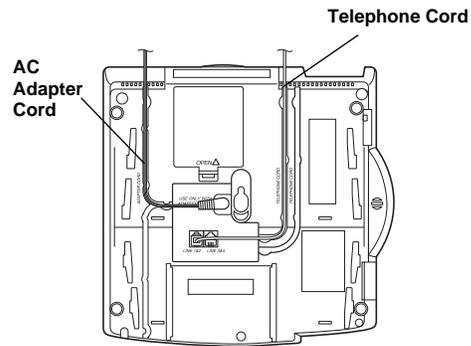
3. Route the cord through the groove on the bottom of the phone, then plug the other end of the cord into a two-line phone jack or a coupler that is connected to two single-line phone jacks.

4. Plug the other cord into **LINE 3&4** on the bottom of the telephone, use a coin to route the cord through the groove, and plug the other end into the other two-line jack or coupler.

5. Leave the bracket detached and connect the AC adapter (see "Connecting the AC Adapter" on Page 13) and install the backup batteries (see "Installing the Backup Batteries" on Page 13).

6. Attach the bracket with the narrow end of the wedge pointing down into the top

four wall mount ports and push up to lock in place.
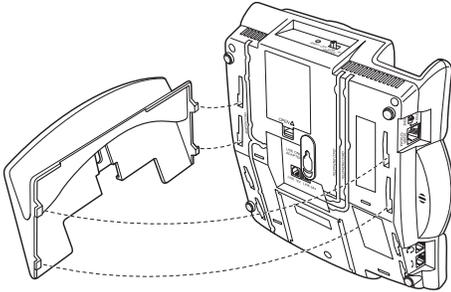
On a Wall or Wall Plate

1. Follow Steps 1–5 of "On a Desk."

2. Turn the mounting bracket upside down, then insert the bracket into the bottom slots with the narrow end of the wedge pointing upward. Push the bracket up to lock into place.
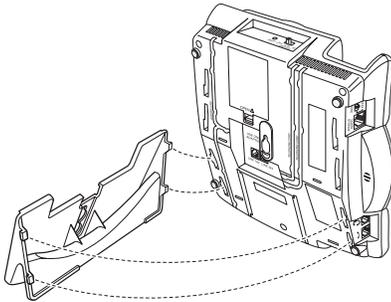
3. Align the bracket's keyhole slots with the wall plate studs, then slide the base downward to secure it.

Note: To mount the telephone directly on a wall, you need two screws (not supplied) with heads that fit into the keyhole slots on the bottom of the base. Follow these steps for placement on a wall.

1. Drill two holes $3^{15}/_{16}$ inches apart. Thread two screws into the wall, letting the heads extend about $^1/_8$ inch.
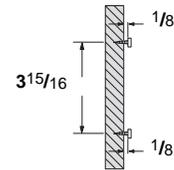
2. Follow Steps 1–5 of "On a Desk."

3. Turn the mounting bracket upside down, then insert the bracket into the bottom slots with the narrow end of the wedge pointing upward. Push the bracket up to lock into place.
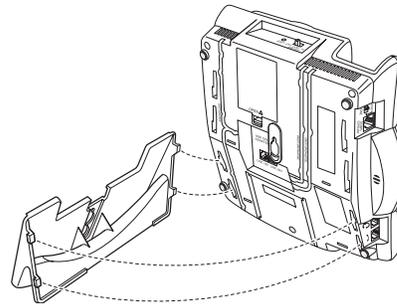
4. Align the keyhole slots on the telephone with the screws, then slide the telephone downward to secure it.
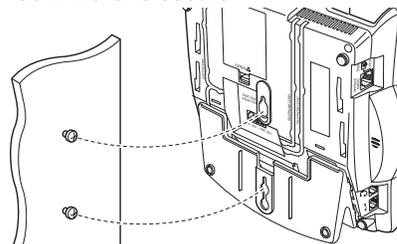
INSTALLING THE BACKUP BATTERIES

Your system requires four AA batteries to provide backup power for a few hours if AC power fails. The backup batteries do not power all the system's features. For the best performance and longest life, we recommend RadioShack alkaline batteries.

If the power fails but the backup batteries are installed and have power, all data and system information is retained and network communication is restored.

Cautions:

- Use only fresh batteries of the required size and recommended type.

- Before replacing the batteries, disconnect all telephone lines from your system.

- Do not use rechargeable batteries.

1. Turn the unit over, press the tab on the battery compartment cover, then lift off the cover.

2. Place the batteries in the compartment over the ribbon as indicated by the polarity symbols (+ and –) marked inside.

3. Replace the cover.

Warning: Dispose of old batteries promptly and properly. Do not burn or bury them.

Cautions: Always remove old or weak batteries. Batteries can leak chemicals that can destroy electronic parts.

Note: If the power is out and your phone is operating on battery power, the phone will automatically switch to pulse dialing. If you phone line does not support pulse dialing, you will not be able to dial.

Battery Power Levels

When the batteries have enough power (over 5.6V), no icons appear.

When the batteries become weak (5 to 5.6V), appears.

When the batteries are too weak (less than 5V) or not installed, appears.

CONNECTING THE AC ADAPTER

Cautions:

The supplied AC adapter supplies at least 11 volts AC and delivers at least 600 mA. Using an adapter that does not meet these specifications could damage the telephone or the adapter.

- To prevent damage to the telephone or the adapter, plug the adapter into the telephone before plugging the adapter into an AC outlet.

1. Insert the AC adapter's barrel plug into the adapter jack on the bottom of the telephone.

2. Route the adapter's cord through the groove on the bottom of the phone, then plug the adapter into a standard AC outlet.

ATTACHING THE HANDSET

Plug one end of the supplied coiled cord into the jack on the telephone's handset. Plug the other end into the jack with the handset mark on the left side of the telephone's base.

Note: Your local RadioShack store sells a variety of longer coiled handset cords which can be useful if your telephone is mounted on a wall.

CONNECTING A FAX OR PC MODEM

You can connect a fax or PC modem to the system's data port, which uses Line 2. When you use a fax or modem, the connection is protected and will not be interrupted by incoming or transferred calls.
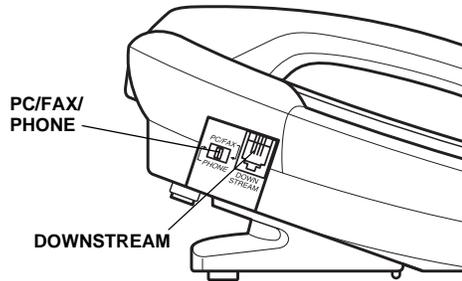
1. Connect the fax's or the modem's cord to the **DOWN STREAM** data port.

2. Set **PC/FAX/PHONE** to **PC/FAX**.

   The data port is always active, regardless of the **PC/FAX/PHONE** setting. Placing the switch in the **PC/FAX** position silences the ring, turns off the Line 2 status indicator, and prevents the TAD from answering calls on Line 2.

3. Set **PC/FAX/PHONE** on all the stations connected to Line 2 to **PC/FAX** (including the Auto Attendant station). When a call comes in on Line 2, only the fax or modem answers.

❒ *Preparation*

On initial power-up (after all connections are completed) each station displays **INITIAL SETUP**, prompting you to set the station ID, time and date.

Important: In this manual, the word "select" means you must press the button below the desired option.

SETTING UP THE STATIONS

1. At the **INTIAL SETUP** screen, select **START**.

2. Select **NEXT**. **SET STATION 11** appears.

3. Repeatedly select **CHANGE** until the desired extension number (11—22) appears.

   If the number is already used for another station, an error beep sounds and **nn NOT AVAIL** appears (**nn** = the station number). Select **CHANGE** to select another number.

4. Select **SAVE**. **STATION nn SET** appears.

5. Select **NEXT**. The time setting menu appears.

6. Use the keypad to enter the hour and minutes in two digits. Precede a single-digit hour or minute with 0 (01, 02, 03 and so on).

   If you make a mistake, select **BACK** to re-enter the correct time.

7. Select **SAVE**, then **NEXT**. The AM/PM selection menu appears.

8. Select **CHANGE** to toggle between **AM** and **PM**, then select **NEXT**. The date setting menu appears.

9. Use the keypad to enter the month (**01**–**12**) and day (**01**–**31**).

   If you make a mistake, select **BACK** to re-enter the correct date.

10. Select **SAVE**, then **NEXT**. The day setting menu appears.

11. Select **CHANGE** until the correct day of the week appears. Then select **NEXT**. **INITIAL SETUP COMPLETE** appears.

12. Write the name or section for each extension on the supplied extension card and slide it into the slot on the bottom of the phone.

Note: INPUT CORRECT DATA appears if you enter an invalid date or time. Check and correctly enter the data.

VERIFYING THE STATION AND LINE CONFIGURATIONS

1. Select **LINE 1**. The line indicator lights green and the speakerphone indicator lights red. The station ID appears to indicate the station is in use.

2. Using another phone, dial the telephone number for Line 2. The line indicator for Line 2 flashes red. If the indicator does not flash, check for correct installation.

3. Repeat Step 2 for Lines 3 and 4.

If the indicators for all the lines flash, you have successfully installed this station.

VERIFYING SYSTEM CONFIGURATION

To verify that all stations are communicating, hold down **PAGE ALL** until **PAGING** and the station numbers for all connected stations appear.

Be sure all the stations connected to Line 1 appear. If any station does not appear, make sure the lines to and from that station are connected and in the correct line jacks.

STATION RESET

If line conditions cause communication errors between stations, you might have to reset the station(s).

To reset a station, insert the tip of a pen into **RESET** on the back of the phone. A click sounds and the display and station indicators briefly turn off, then back on.

Caution: Pushing **RESET** erases all data and system information.

CHANGING OR UPDATING A STATION EXTENSION NUMBER

You set the extension number (11–22) when you initially set up the system (see "Setting up the Stations" on Page 15). If you must change the number, follow these steps.

1. Press **PROGRAM**.

2. Select **OTHER**, then **NEXT**. **SET STA-TION ID** appears.

3. Select **ENTER**. **SET STATION** and the current extension number appear.

4. Repeatedly select **CHANGE** until the extension number desired (**11**–**22**) appears.

If the number is already used for another station, an error beep sounds and **nn NOT AVAIL** appears. Select **CHANGE** to select another number.

5. Select **SAVE**.

6. Press **PROGRAM** to exit.

SETTING THE PRIVATE LINE

You must connect Lines 1 and 2 to all the stations in the system for the intercom and paging features to work. However, when you create a non-square configuration (see "Non-Square Configuration — Private Line Support" on Page 10), you can make Lines 3 or 4 private lines, so your station (and the TAD) can answer the lines when the Auto Attendant feature is turned on. The private line is preset to OFF.

1. Press **PROGRAM**.

2. Select **PHON**, then select **NEXT** five times so **PRIV LINE: OFF** appears.

3. Select **CHANGE**, then **ON/OFF** to set the private line to **ON**. **ON SELECT LN34** appears, and **34** flashes.

4. Use the number button to select the line that you do not want to be private. Your selection disappears.

5. Select **SAVE**.

6. Press **PROGRAM** to exit.

Note: If you want to make a conference call, you must set **PRIV LINE** to **OFF**.

SETTING THE RINGER

Ringer settings are individually set at each station for each line. When the ringer is on, the line rings when calls are received. When the ringer is off, that line does not ring when a call is received. Whether the ringer is

turned on or off, the line indicator flashes when a call is received. The phone is preset as ringer ON for all lines.

To turn the ringer off for individual lines, follow these steps.

1. Press **PROGRAM**.

2. Select **PHON**, then select **NEXT** twice so the **RINGER SELECT** menu appears.

3. Select **ENTER**. **LINE n RING: ON** appears.

4. Select **CHANGE** to toggle between turning the ringer **ON** or **OFF** for the selected line.

5. Select **NEXT** to advance to the next line selection.

6. Repeat Steps 4 and 5 until all lines are programmed.

7. Press **PROGRAM** to exit.

Setting the Ringer Volume

You can set the ringer volume to **HI**, **LOW**, or **OFF**, using **RINGER VOL**.

**OFF/LO/HI
RING VOL.**
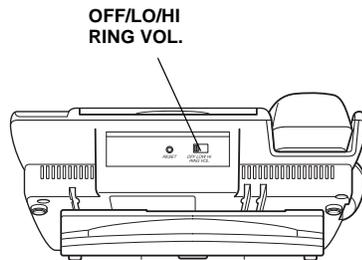
When set to **OFF**, the phone does not ring when a call is received on any lines.

Setting Always Ring

Your system is designed so your phone does not ring when there is an incoming call on one line if you are already talking on another line, or when the Auto Attendant feature is on.

However, you can set your station to Always Ring (even in these circumstances).

Note: Even with Always Ring on, the station does not ring when you are talking on the speakerphone (outside line or intercom).

1. Press **PROGRAM**.

2. Select **PHON**.

3. Select **NEXT** four times so **ALWAY-SRING** appears.

4. Select **CHANGE** to toggle between **ON** and **OFF**.

5. Press **PROGRAM** to exit.

SETTING THE HANDSET, HEADSET AND SPEAKER VOLUME

You can individually set the volume levels for the handset, speaker, and headset. When you switch over, the volume level is automatically changed to the set level.

Handset/Headset Volume

While using the handset or headset, select **– VOLUME +** to adjust the volume. One to four bars appear to show the volume level. (1 bar is the lowest and 4 bars is the highest.) The volume setting remains at this level until you change it or a power failure occurs.

Speakerphone Volume

When using the speakerphone or when the phone is not in use, select **– VOLUME +** to set the speakerphone volume. One to eight sets of bars appear to show the level. The volume setting remains at this level until you change it or a power failure occurs.

❏ *Telephone Operation*

Note: This owner's manual primarily explains the operation using the handset. You can also use a headset or the speakerphone.

USING A HEADSET

You can talk with hands-free convenience using an optional headset (not supplied) that has a modular type plug or $^3/_{32}$-inch (2.5 mm) sub-mini plug. Contact your local RadioShack store for a suitable headset.

If your headset has a modular plug, connect it directly to the modular jack with the headset mark on the left side of the base.

To connect the headset with a sub-mini plug, first plug in the supplied headset jack adapter (sub-mini to modular converter) into the modular jack, then plug the headset into this headset jack adapter.

Press **HEADSET** to answer or end a call. While the headset conversation is in progress, the headset indicator on the button lights red.

Switching Between the Headset and Speakerphone

To switch from the speakerphone to the headset, press **HEADSET**. To switch from the headset to the speakerphone, simply press **SPEAKER**.

MAKING CALLS

To make a call, lift the handset. Press a line that is not in use. Then dial the number. The number appears on the base's display as you dial, then (after a few seconds) the call's elapsed time appears.

Selecting a Line

You can select the lines automatically or manually. When you lift the handset or press **SPEAKER** or **HEADSET**, you automatically get the first available line. The line indicator on your station lights green, and the indicator for the same line lights red at other stations.

The priority of lines is set in numerical order. **LINE 1** has priority over **LINE 2**, **LINE 3** and **LINE 4**. If **LINE 1** is in use, you get **LINE 2** as you lift the handset. If **LINE 1** and **LINE 2** are in use, you get **LINE 3**. If two lines are ringing at the same time and you lift the handset, the same line priority applies.

To manually select a desired line, lift the handset and press the desired **LINE**.

Notes:

- An error beep sounds when you select the line button of a call in use where privacy has not been released or when you select the button for a line that is not connected.

- If all lines are in use, you hear an error beep and **ALL LINES IN USE** appears as you lift the handset.

Making a Conference Call

When you are talking on a phone line, other stations in the system cannot use that line. This feature is called Call Privacy. When you make or answer a call, you automatically have privacy.

However, when you make a conference call, you turn off Call Privacy.

Press **CONFERENCE** to release privacy. **PRV RELEASED** appears at your station, and the line indicator flashes red at other stations.
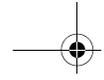
Now any station in the system can pick up the line by pressing **LINE**.

When another station enters the conversation, **CALL JOINED** appears and the line indicator for the conference call turns green on the added station.

Conference Calling with Two Outside Lines

1. Press **HOLD** to put the first call on hold. The line indicator flashes green.

2. Make or answer a call from another line.

3. Press **CONFERENCE**. The display shows **PRV RELEASED**.

4. Press the line button for the call on hold. The conference call has been established and you can talk with both parties.

5. To end the conference call, hang up and both parties are disconnected. If you want to continue speaking with one of the calling parties, press the line button for the caller you want to keep; the other caller is disconnected.

   To speak privately with one of your conference call parties, press **HOLD** to place both calls on hold. Then press the line button for the party you want to speak with. To re-establish the 3-way conference call, press **CONFERENCE**, then the line button for the party on hold.

Notes:

- To conference two calls, your station must have made or received both calls. You cannot make a conference with a call made or received by another station.

- The line indicators must both be green to establish a conference call.

- You cannot make a conference call between outside lines and the intercom.

ANSWERING CALLS

When a call comes in, the phone rings (if the ringer is not set to **OFF**) and the line button for the line rapidly flashes.

When Auto Attendant is off, lift the handset or press **SPEAKER** or **HEADSET**. The first ringing line is automatically selected.

When Auto Attendant is on and you want to answer the call at a station other than the one you assigned as Auto Attendant, lift the handset or press **HEADSET**, then press the line button for the incoming call. If you want to use the speakerphone, simply press the line button for the incoming call (you do not have to press **SPEAKER**).

Answering a Call While You Are On Another Line

When you receive a call on a line while you are talking over another, press **HOLD** to put the current call on hold. The line indicator for the current call flashes green. Then, press the line button for the ringing call. The line indicator turns from a flashing red to a solid green.

To hang up the second call and return to the first call, press the line button for the first call. The second line automatically disconnects.

TRANSFERRING CALLS

Note: The most recent caller ID record your station received is transferred with the call.

Without Announcement

Follow these steps to transfer a call directly to another station without announcing it to the other station.
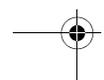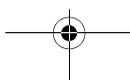
1. Press **TRANSFER**. TRANSFER lights.

   The call is automatically put on hold and **EXT. ??** appears.

2. Enter the extension number (11–22) of the station you want to transfer the call to. **CALL TRANSFER** appears. Hang up the phone.

With Announcement

Follow these steps to announce that you are transferring a call or to see if the person you want to transfer the call to is available.

1. Press **HOLD**, then **INTERCOM**.

   EXT. ?? appears. Enter the extension number of the station you want to speak with. **INTERCOM CALL** and the receiving station's extension appear.

2. When you hear a beep and the other extension answers, advise the person that you are transferring a call, then press the line button. **TRANSFER**. **EXT. ??** appears.

3. Enter the extension number of the station you want to forward the call to. **CALL TRANSFER** appears. Hang up.

Notes:

- If **INVALID ID** appears, you entered either your own station number or an invalid station number. Enter a valid station number.

- If **UNABLE TO CALL** appears, Do Not Disturb (DND) is turned on at the receiving station, you entered an invalid extension number, or the station is on another intercom call. Check the display for the station number. You cannot transfer the call.

USING AUTO REDIAL

Auto Redial automatically redials a busy or unanswered number 10 times every 10 seconds. If the line is still busy after 10 attempts, Auto Redial turns off.

1. When you get a busy signal or no answer, hang up and immediately press **REDIAL** twice. SPEAKER flashes slowly.

2. When the call is answered, the system enters the speakerphone operation mode. Use the speakerphone or lift the handset and carry on the conversation.

3. To cancel auto redial before 10 attempts, press **REDIAL** again.

USING FLASH

If you have Call Waiting services, you can use Flash as a switchhook to change between phone lines.

If you do not have Call Waiting, pressing Flash might disconnect your call.

To change phone lines, press **FLASH**.

Note: Flash is preset to 600 ms (milliseconds). If this setting does not work well with your line, try a different setting, between 100 ms to 1 second.

1. Press **PROGRAM**.

2. Select **PHON**. **FLASH:** and the current setting appears.

3. Repeatedly select **CHANGE** until the flash duration time you want appears.

4. Press **PROGRAM** to exit.

USING HOLD

1. Press **HOLD** to put a call on hold. The line indicator slowly flashes green at your station. The line indicator at other

stations slowly flashes red. While a call is on hold, you can temporarily place the handset on the base or use another line without disconnecting the current call. While a call is on hold, Call Privacy is released, so any station in the system can release the hold.

2. To release a line from hold, select the line button for that line at any station. The station's line indicator lights green. The call then reverts to Call Privacy and other stations cannot join the call.

Note: If you put a call on hold for more than three minutes, the line indicator flashes rapidly and a beep sounds three times every 30 seconds until you release the hold. If a call has been on hold for eight minutes, the call is automatically disconnected.

USING MUTE

You can temporarily turn off the microphone on the headset, handset, or speakerphone by pressing **MUTE** so the calling party cannot hear you. MUTE lights. Press **MUTE** again to resume the conversation. MUTE turns off.

Note: Mute is also released when you press **INTERCOM** or **HOLD**, or hang up the line. Remember to press the appropriate line button to return to the original call when you use the hold or intercom features.

USING THE INTERCOM

You can use the system as a two-way intercom between stations. The system has two intercom channels, so two intercom conversations can occur at the same time. If auto answer is turned on, and you receive an intercom call, the station beeps and the intercom is instantly connected. If auto answer is not turned on, the called station starts ringing with a double ring.

Note: Line 1 must be common to all the stations for the intercom or paging to operate correctly.

1. Lift the handset or press **HEADSET**, then press **INTERCOM**. Or, to use the speakerphone, simply press **INTERCOM** — you do not need to press **SPEAKER**. INTERCOM lights and **EXT. ??** appears.

2. Enter the extension number of the station you want to call. **INTERCOM CALL** and the extension number appear.

   Notes:

   • If **INVALID ID** appears, you entered either your station number or an invalid station number. Enter a valid station number.

   • If **UNABLE TO CALL** appears, DND is turned on at the receiving station, you entered an invalid extension number, or the station is on another intercom call. Check the display for the station number. In this case, you cannot make an intercom call.
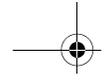
   At the called station, INTERCOM flashes and the ID for the station placing the intercom call appears.

When Automatic Answer is on (see "Using Automatic Answer" on Page 22), INTERCOM and SPEAKER light and the speakerphone automatically turns on when you receive an intercom call.

If Automatic Answer is off, press **INTERCOM** to answer the call using the speakerphone. INTERCOM stops flashing and SPEAKER lights. Lift the handset for privacy.

To end an intercom conversation, press **INTERCOM** again, return the handset to the cradle, or press **SPEAKER** or **HEADSET**.

If you receive an intercom call during a phone conversation, press **INTERCOM** to an-

swer the intercom. The outside line is automatically placed on hold. To return to the outside call, press the line button for that line.

Using Automatic Answer

With Automatic Answer on, you can start talking as soon as you receive an intercom call, without pressing any button. The system is preset to ON.

To turn Automatic Answer off, follow these steps.

1. Press **PROGRAM**.

2. Select **PHON**. Then repeatedly select **NEXT** until **AUTOANSWER** appears.

3. Select **CHANGE** to toggle between **ON** and **OFF**.

4. Press **PROGRAM** to exit.

Note: When Automatic Answer is on at the receiving station, it takes about 5 seconds for the receiving station to turn on after **INTERCOM** is pressed at the originating station.

Paging All Stations

You can page all the stations on Line 1.

1. Hold down **PAGE ALL**. A beep sounds and **PAGING** appears. At the called stations, **EXT nn PAGING** appears.

2. Continue holding down **PAGE ALL**, and speak into the handset or microphone.

3. Release **PAGE ALL** to end the page.

Note: Stations that are off hook, have DND on, or are assigned as the Auto Attendant do not receive the page.

Monitoring Other Rooms

You can activate another station's speakerphone to listen to activities in the room where the station is located.

Note: The station contacted must have Automatic Answer on for room monitoring to work.

1. Press **INTERCOM**. **EXT. ??** appears.

2. Enter the extension number of the station to be monitored. When **INTERCOM CALL** appears, press **MUTE**.

3. To end room monitoring, return the handset to the cradle or press **HEADSET**, **SPEAKER**, or **INTERCOM**.

USING STANDARD PHONES WITH THE SYSTEM

You can connect and use a standard telephone with the system, but several features of the system (such as call transfer, intercom, Call Privacy, or page) will not operate.

The system's line status indicators show the status of the line with a standard telephone connected.

A standard telephone can join a call in the system at any time. Call Privacy is automatically released. If the person at the standard telephone hangs up but you want to continue the call, press **CONFERENCE** to restore Call Privacy.
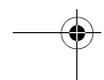
❑ *Memory Operation*

You can store up to 20 phone numbers and names in memory, then dial a stored number by specifying the memory location.

Each stored number can be up to 16 digits, and each name can be up to 14 characters.

STORING A NAME AND NUMBER IN MEMORY

1. Press **PROGRAM**.

2. Select **PHON** then **NEXT** until **AUTO-DIAL SETUP** appears.

3. Select **ENTER**.

4. Repeatedly select **NEXT** until the desired memory location (**01–20**) appears. Then select **EDIT**. **NUMBER** (or a number if the location has been stored previously) appears.

   Note: Locations 01 to 10 are the upper memories; locations 11 through 20 are the lower memories. To access the lower memories, press **LOWER**, then the desired autodial button (see "Dialing a Stored Number" on Page 24).

5. Use the keypad to enter the stored number, up to 16 digits. If the number is entered incorrectly, select **<** to move the cursor left, then **DEL** to remove the digits. Use the keypad to re-enter the correct digits.

6. Select **NEXT**. Use the keypad to enter the name, up to 14 characters. Press the key once to display the first letter on that key, twice to display the second letter, three times to display the third letter, or four times to display the fourth letter. Pressing the key repeatedly cycles through all the characters on the key.

To add a space, press **1**.

7. Select **NEXT** to move the cursor to the right.

8. Repeat Steps 6 and 7 until the name is entered, then select **SAVE** to store your entry.

9. Repeat Steps 4 through 8 to store additional numbers.

10. Press **PROGRAM** to exit.

Use the memory card to keep track of your stored numbers. Lift the card's cover off, write down the names and numbers, then snap the cover back into place.

Entering a Pause

In some telephone systems, you must dial an access code (9, for example) and wait for a second dial tone before you can dial an outside number. You can store the access code with the phone number. However, you should also store a pause after the access code to allow the outside line time to connect.

To enter a 2-second pause, press **HOLD/PAUSE**. The display shows **P** for pause entry. You can add more pause entries for a longer pause.

Editing Stored Numbers

1. Follow Steps 1–4 under "Storing a Name and Number in Memory."

2. Select **EDIT**. The stored number appears. To change it, select **<** to move the cursor left, then **DEL** to remove the digits. Then use the keypad to enter the new digits.
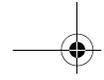
3. Select **NEXT**.

4. Select **<** to move the cursor left, and **DEL** to remove characters. Then enter the character as described in Steps 6 and 7 under "Storing a Name and Number in Memory" on Page 23.

5. Select **SAVE**. The next autodial station appears.

6. Repeat Steps 2 through 5 to edit the other entries, if desired.

7. Press **PROGRAM** to exit.

Deleting Stored Numbers

1. Follow Steps 1–3 under "Editing Stored Numbers".

2. Select **<** to move the cursor left, and **DEL** to remove all the characters.

3. Select **SAVE**. The next autodial station appears.

4. Repeat Steps 2 through 5 to delete additional entries, if desired.

5. Press **PROGRAM** to exit.

DIALING A STORED NUMBER

To dial a number stored in memory, lift the handset and select the desired memory location.

For an upper memory location (01–10), simply press a memory button.

For a lower memory location (11–20), press **LOWER**, then a memory button.

If you press a button for an empty location, **NO DATA** appears.

Chain-Dialing Service Numbers

For quick recall of numbers for special services (such as bank-by-phone), store each group of numbers in its own memory location.

Dial the service's main number first. Then, at the appropriate place in the call, select the number for the location where the additional information is stored.

Testing Stored Emergency Numbers

If you store an emergency service's number (police department, fire department, ambulance) and you choose to test the stored number, make the test call during the late evening or early morning hours to avoid peak demand periods. Also, remain on the line to explain the reason for your call.
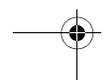
❒ *Caller ID Operation*

If you subscribe to Call Waiting with Caller ID service from your phone company, the phone company sends information about the call, as well as the time and date, between the first and second rings of every call you receive.

The system displays this information when it receives a call, and you can store up to 140 caller records for later review. It also shows if caller information is unavailable or if the name and number were blocked by the caller.

If you subscribe to Call Waiting with Caller ID, you will hear a tone through the handset when a call comes in, then the Caller ID record appears. If you want to answer the incoming call, press **FLASH**. To resume the previous phone conversation, press **FLASH** again.

If the Caller ID memory becomes full, any new call replaces the oldest call's record.

PROGRAMMING CALLER ID

There are four operations you must perform to program your Caller ID.

Turning Caller ID/Call Waiting On/Off — if you subscribe to Call Waiting with Caller ID service, you can set the phone to show Caller ID information for an incoming call even while you are using the phone.

Selecting the Save Method for Received Caller ID Data — you can choose one of three ways to store caller ID records:

> **ALL** — Stores all the records, answered or not answered. The system is preset to ALL.

> **UNANSWER** — Stores the records for calls received by or transferred to your station but not answered (by you or the answering system).

> **ANSWER** — Stores the records for the calls you answered.

Notes:

- You must turn off the Auto Attendant to choose **ANSWER** or **UNANSWER**. If Auto Attendant is on, **ALL** is automatically selected.

- If you are using the Caller ID Call Waiting feature, all the call data are stored regardless of which option you choose.

Setting the Access Code — If your phone system requires that you dial an access code (9, for example) before you dial an outside number, you can program the phone to automatically dial the access code when calling a stored caller ID record. The system is preset to no access code (**–** appears on the display). If an access code is not required, leave this setting as **–**.

Setting the Area Code — To quickly dial a number from a Caller ID record (see "Dialing Numbers From a Caller ID Record" on Page 26) or to correctly store a number from a record into a memory dialing location (see "Storing a Caller ID Record in Memory" on Page 27), you must store your local area code in the memory. Then, when you dial from a Caller ID record, the system skips the area code if it matches the one you stored. The system is preset to no area code.

Note: In some areas, the area code is necessary even for a local call. If you live in such an area, do not enter the area code.

To program your Caller ID, follow these steps.

1. Press **PROGRAM**.

2. Select **OTHER**. **CALLER ID** appears.

3. Select **ENTER**. The **CWCID** (Call Waiting Caller ID) menu appears.

4. Select **CHANGE** to toggle between **ON** and **OFF**.

5. Select **NEXT**. The **SAVE** menu appears.

6. Repeatedly select **CHANGE** until the desired option (**ALL**, **ANSWER**, or **UNANSWER**) appears.

7. Select **NEXT**. The **OUTSIDE LINE** menu appears.

8. Select **CHANGE** until your access code appears.

9. Select **NEXT**. The **AREA CODE** menu appears.

10. Use the number buttons to enter your area code.

11. Select **SAVE**.

12. Press **PROGRAM** to exit.

If you need to change a setting after you complete this setup, follow these steps.

1. Press **PROGRAM**.

2. Select **OTHER**, then **ENTER**.

3. Repeatedly select **NEXT** until the desired menu appears.

4. Select **CHANGE** as required.

5. Repeatedly select **NEXT** until the **AREA CODE** menu appears, then select **SAVE**. Press **PROGRAM** to exit.

REVIEWING CALLER ID RECORDS

To review the caller ID record, press **CALLER ID**. The most recent caller ID record appears. Repeatedly press **>** to scroll through the oldest records, or **<** to scroll through the newest records.

Caller ID Messages

BLOCKED — The caller has blocked the Caller ID information.

UNAVAILABLE — No Caller ID data was sent (time and date information still appears).

ERROR — There was an error during the transmission of Caller ID information. Occasional errors are normal. If the phone frequently displays **ERROR**, contact your local telephone company or RadioShack store.

* (after the caller's name) — The caller left a message on the telephone answering system.

$ — The call is long-distance. You will be charged for a long distance call when you press **DIAL** to return the call.

CALLER ID NO DATA — There is no caller ID record.

DIALING NUMBERS FROM A CALLER ID RECORD

To dial a local number stored in a Caller ID record, recall the record, then lift the handset and press **DIAL**.

If you have not stored a local area code (see "Programming Caller ID" on Page 25), the system dials the full 10 digits, including the area code.

If you have stored your local area code, the system dials 7 digits if the area code in the number is the same as the one you stored,

or 11 digits (1 + area code + 7-digit number) if the number's area code is different from the one you stored.

To add or delete the area code and/or use 1 before dialing, recall the record, then repeatedly press **PROGRAM** until the required number appears. For example, if you stored area code 817 into the phone and you received a call from 817-555-1234, you see the following as you repeatedly press **PROGRAM**.

- **555-1234**

- **817-555-1234**

- **1-817-555-1234**

- **1-555-1234**

To cancel your call, press **CALLER ID**.

Note: If a Caller ID record does not contain a phone number (if it was blocked by the caller, for example), you cannot dial from that record.

STORING A CALLER ID RECORD IN MEMORY

1. Recall the Caller ID record you want to store.

2. Hold down the desired memory location button until you hear a beep and **SAVE TO LOC nn** appears.

3. Select **YES**. The number of the caller ID record appears. Select **NEXT** to accept the number. (To edit the number, see "Editing Stored Numbers" on Page 23.)

   Note: Include the outside line access code, add or delete the area code, or add **1** for long distance, as necessary.

4. The Caller ID name appears. Select **SAVE** to store the name and number.

(To edit the name, see "Editing Stored Numbers" on Page 23.)

5. Press **CALLER ID** to exit.

DELETING RECORDS

You can delete Caller ID records individually or all at once. Recall the record and press **DELETE**. Then select **YES** to delete the displayed record, **ALL** to delete all caller ID records, or **NO** to cancel the deletion.

CALLER ID OPERATION WITH AUTO ATTENDANT ON

When the Auto Attendant is on, the Caller ID information appears on all stations. The Caller ID record is stored at the Auto Attendant station and any station set to the appropriate save setting.

Call Waiting with Caller ID information appears only on the active station. For example, if you are talking on Line 3 and a new call comes in on Line 3, only your station will receive the Caller ID information.

When a call is transferred from one station to another, the second station receives the Caller ID data. However, the second station cannot re-transfer the caller ID data.

❒ *Auto Attendant Operation*

Auto Attendant sets a station to answer calls and direct messages through the system without an operator. The recorded greetings help callers reach the desired station.

If you assign an Auto Attendant station, when a call comes in, only the Auto Attendant station rings. The station answers a call with the greeting, directing the caller to another station in the system.

To access a station, the caller must enter the corresponding extension number after pressing ***** (***11**, ***12**, and so on).

To access a station's greetings, the caller must enter the greeting number preceded by ***0** (***01**, ***02**, and so on).

For example, when Auto Attendant answers a call, the caller hears:

"Hello, you have reached ABC Corporation. To skip the greeting and go directly to voice mail, select **#** now. To talk to our marketing section, select ***12** now. For the sales section, select ***13** now. To reach customer service, select ***14**. For the warehouse, select ***15** now. For our accounting section, select ***16** now. To hear this message again, select ***11** now. "

After the caller dials a station's extension number, this message plays:

"Hello, you have reached the desk of Jane Dee, Financial Consultant. If you would like to leave a message, begin speaking after the tone. To hear today's top ten mutual funds, select ***02** now. To hear a listing of today's top stock bargains, select ***03** now. To listen to today's interest rate, please select ***04**. To hear what the NASDAQ, Dow Jones 30 and Standard and Poors Indexes last closed at, select ***05** now. To hear this week's stock news highlights, select ***06** now. If you would like this greeting to repeat, select ***01** now."

Note: When Auto Attendant is on, VOICE MAIL automatically lights at the Auto Attendant station and cannot be turned off until the Auto Attendant is turned off. If you attempt to turn voice mail on or off, **AUTO ATTENDANT** appears to remind you that the station is assigned as Auto Attendant.

When you receive a call while you are on another line using the handset or headset, the caller goes to voice mail immediately. If you are talking on the speakerphone or making an intercom call, the caller is put on hold until you hang up or switch to the handset or headset. The caller hears "Hello. Thank you for calling. Your call will be answered shortly." (This message cannot be changed.)

When you finish the call or switch to the headset or handset, the caller hears the greeting and the system is ready to record the incoming message. Or, you can answer the call by pressing the flashing line button, thereby terminating the original call or the intercom call.

ASSIGNING AN AUTO ATTENDANT STATION

You can assign only one station in the system as the Auto Attendant. The station must have common lines with all the stations in the system. The Auto Attendant is preset to **OFF**.

1. Press **PROGRAM**.

2. Select **ANSW**. **AUTO ATTND** appears.

3. Select **CHANGE**.

4. Select **ON/OFF**.

Note: ALREADY ACTIVE appears if Auto Attendant has already been established at another station. Turn the Auto Attendant off at that station.

5. Use the keypad to select the line(s) you want the Auto Attendant feature to answer.

6. Select **SAVE**. AUTO ATTENDANT and VOICE MAIL light and **AUTO ATTEN-DANT** flashes on the station designated as Auto Attendant. AUTO ATTENDANT lights on Line 1.

7. Press **PROGRAM** to exit.

TURNING OFF AUTO ATTENDANT

To turn Auto Attendant off, follow these steps at the Auto Attendant station. Or, after setting Auto Attendant on a station, see "Setting the Greeting Timer" on Page 32 to automatically program Auto Attendant to turn on and off.

1. Follow steps 1–3 under "Assigning an Auto Attendant Station" on Page 28.

2. Select **ON/OFF** to turn Auto Attendant **OFF**.

3. Select **SAVE**. AUTO ATTENDANT turns off at all connected stations, and **AUTO ATTENDANT** disappears from the screen of the designated Auto Attendant station.

4. Press **PROGRAM** to exit.

AUTO ATTENDANT STATION OPERATION

The Auto Attendant station operates slightly different than other stations.

Caller ID — registers all calls that ring at that station, regardless of the individual station settings. **MUST REGISTR ALL** appears if you try to select an option other than **ALL**.

Line Select — automatically answers the ringing line when you lift the handset, or press **SPEAKER** or **HEADSET**.

Page All — the Auto Attendant station is excluded from this function.

Greeting Timer On — when the greeting timer is set at the Auto Attendant station, calls are automatically answered only when the greeting timer turns the TAD on.

Call Priority — receiving incoming calls overrides certain operations. If a call comes in during TAD message playback, programming, or reviewing caller ID records, the system exits the current operation and receives the call.

❒ *TAD Operation*

Each station has its own TAD (Telephone Answering Device) and can play up to six greetings. The total recording time is about 28 minutes, including the outgoing greeting(s).

All six greeting memories have the same prerecorded message, "Please record a message after the tone." You can record your own greeting in any of the six memories. If you intend to use the call routing feature, you must record personalized greetings to direct your callers.

Greetings can be set up to:

- greet the caller

- provide specific information

- allow the caller to record a message

- route a call

- announce a message only and not allow the caller to leave a message

You can also select different greetings to play during specified times. See "Setting the Greeting Timer" on Page 32.

Important: For the TAD to work, Auto Attendant must be turned on (see "Auto Attendant Operation" on Page 28).

RECORDING GREETINGS

1. Press **PROGRAM**.

2. Select **ANSW**.

3. Select **NEXT** twice until **GREETING SETUP** appears.

4. Select **ENTER**. **RECORD GRT** appears.

5. Select **ENTER**. If necessary, repeatedly select **NEXT** to display the desired greeting number.

6. Select **ENTER** to begin recording your greeting. **RECORDING 1** appears and you hear, "Please record a new greeting (number)," followed by a beep.

   After the beep, say your message clearly, about eight inches from the microphone.

7. Select **STOP** when you finish recording. The greeting automatically plays.

8. Select **NEXT** until the next greeting number you want to record appears.

9. Repeat Steps 6 to 8 to continue recording additional greetings.

10. Press **PROGRAM** to exit.

When all desired greetings have been recorded, you must:

- select which greeting answers all incoming calls (see "Selecting the Primary Greeting" on Page 31)

- select whether callers can leave messages on the unit (**ANSWER**), or if all callers can only hear messages and not leave messages (**ANNOUNCE ONLY**) (see "Setting the Greeting Mode" on Page 31)

Reviewing the Greetings

You can listen to your recorded greetings at any time.

Note: If no greeting is recorded, you hear "Please record a new greeting."

1. Press **PROGRAM**.

2. Select **ANSW**.

3. Select **NEXT** twice until **GREETING SETUP** appears.

4. Select **ENTER**. **RECORD GRT** appears.

5. Select **NEXT** three times until **CHECK GREETING** appears.

6. Select **ENTER**. **PLAY GREETING 1** appears.

7. Repeatedly select **NEXT** until the greeting number you want to check appears.

8. Select **START**.

9. Press **PROGRAM** to exit.

SETTING THE GREETING MODE

The system has two greeting modes. Answer asks the caller to leave a message. Announce Only is simply an announcement and does not let the caller leave a message. The system is preset to Answer.

Note: Announce Only lets you set the system to route the call to a specified station and leave a message on that station.

1. Press **PROGRAM**.

2. Select **ANSW**, then select **NEXT** twice until **GREETING SETUP** appears.

3. Select **ENTER**, then select **NEXT** twice so **GRT MODESELECT** appears.

4. Select **ENTER**. **MODE ANSWER** appears.

5. Select **CHANGE** to toggle between **ANSWER** and **ANNC ONLY**.

   Note: If a greeting has not been recorded, **PLEASE RECORD GREETING 1** appears.

6. Select **DONE**.

7. Press **PROGRAM** to exit.

SELECTING THE PRIMARY GREETING

After recording all the greetings, select the primary greeting. The factory preset greeting is Greeting 1.

Note: When the greeting timer is programmed (see "Setting the TAD to Answer Calls" on Page 32), you cannot select a primary greeting. The greeting that plays during the programmed time is always Greeting 1. Greeting 2 plays the rest of the time.

1. Press **PROGRAM**.

2. Select **ANSW**.

3. Select **NEXT** twice until **GREETING SETUP** appears.

4. Select **ENTER**.

5. Select **NEXT**. **SELECT GRT** appears. Select **ENTER**.

   If the greeting timer is turned on, **CANNOT SELECT GREETING – GREETING TIMER IS ON** scrolls across the display.

   GRT n NO RECORD appears if the selected greeting has not been recorded.

6. Select **CHANGE** to choose the main greeting you want to answer calls. **GRT n RECORDED** appears. Select **DONE**.

7. Press **PROGRAM** to exit.

SELECTING THE NUMBER OF RINGS

You can select how long the TAD waits to answer a call. If you plan to check your messages by long distance, you can choose the toll-saver setting. The TAD answers on the first two rings if you have a new message. If there are no new messages, the TAD answers after four rings. This gives you time to hang up before the TAD answers so you can avoid unnecessary long-distance charges.

To select the number of rings, follow these steps.

1. Press **PROGRAM**.

2. Select **ANSW**.

3. Repeatedly select **NEXT** until **RING SELECT** appears.

4. Use the keypad to enter your ring selection (**2**–**9** or **0** for toll saver).

5. Select **SAVE**.

6. Press **PROGRAM** to exit.

CALL SCREENING

You can also let the TAD answer calls for you while you listen to the caller's message through the speaker. If you decide to answer the call, press the corresponding line button. You cannot hear the incoming message unless Call Screening is turned on. Call Screen is preset to **OFF**.

1. To turn Call Screen on, repeatedly press **SCREEN** until SCREEN/DO NOT DISTURB lights.

2. To turn Call Screen off, repeatedly press **SCREEN** until **SCREEN OFF** appears and SCREEN/DO NOT DISTURB goes off.

Note: Voice mail must be on for Call Screen to operate. To turn voice mail on, press **VOICE MAIL** until VOICE MAIL lights.

SETTING THE TAD TO ANSWER CALLS

To set the TAD to answer calls, you must set the Auto Attendant on. **VOICE MAIL** automatically turns on and VOICE MAIL lights when you set the Auto Attendant on (see "Auto Attendant Operation" on Page 28).

You can also direct the call to another station within the system. If you want the call to be answered by the station's TAD that receives the directed call, **VOICE MAIL** must be on at each station. Voice mail is preset to **OFF**.

To turn voice mail on, press **VOICE MAIL**. VOICE MAIL lights and the display shows the number of new and total messages received.

Note: GREETING TIMER appears when you press **VOICE MAIL** while the greeting timer is on (see "Setting the Greeting Timer").

To turn voice mail off, press **VOICE MAIL** again. VOICE MAIL turns off.

Setting the Greeting Timer

You can set the system to answer with Greeting 1 during a specified period, and answer with Greeting 2 or not answer for the remainder of the time. The timer is preset to **OFF**.

1. Press **PROGRAM**.

2. Select **ANSW**.

3. Select **NEXT** twice until **GREETING SETUP** appears.

4. Select **ENTER**.

5. Select **NEXT** four times until **GRT TIMER OFF** appears.

6. Select **CHANGE**.

7. Select **ON**.

8. Select **SET**.

9. Use the keypad to enter the time (4 digits, 0104 for example) you want to the greeting timer to start. Then select **NEXT**.

10. Select **CHANGE** to toggle between **AM** and **PM**. Then select **NEXT**.

11. Use the keypad to enter the time (4 digits, 0330 for example) you want the greeting timer to end. Then select **NEXT**.

12. Select **CHANGE** to toggle between **AM** and **PM**. Then select **NEXT**. **GRT2 FOR REST** appears.

13. Select **YES** to set Greeting 2 for the rest of the day. If you do not want the TAD to operate for the rest of the day, select **NO**.

14. Press **PROGRAM** to exit. **GREETING TIMER** appears.

To check the timer setting when the greeting timer is on, follow Steps 1–5. Then select **CHANGE**. The time Greeting 1 is to play appears. Press **PROGRAM** to exit.

To turn the greeting timer off, follow Steps 1–5. Select **CHANGE**, then **OFF**. Then select **SAVE**. Press **PROGRAM** to exit.

Notes:

- You cannot select a greeting while the greeting timer is on. **CANNOT SELECT GREETING – GREETING TIMER IS ON** scrolls across the display.

- When you turn the Auto Attendant feature on, the greeting timer acts as Auto Attendant time. The Auto Attendant feature turns on only during the period the greeting timer is on.

RECORDING INCOMING MESSAGES

After the TAD answers a call, it plays the selected greeting, beeps, and records the caller's message. The TAD's maximum recording capacity is 28 minutes in total length or 59 messages (including the greetings).

Calls are not automatically answered when voice mail is turned on. Calls are only answered automatically when Auto Attendant is set to **ON** for the lines connected to your station (see "Auto Attendant Operation" on Page 28).

Notes:

- The TAD cannot record a caller's message less than four seconds in length.

- When the TAD's message memory is full, **MEMORY FULL** appears.

RECORDING A MEMO

A memo is a message you can record at the TAD for yourself or others in your home or office. The TAD stores memos as incoming messages.

1. To record a memo, press **RECORD**. The TAD beeps and **MEMO RECORDING** appears.

2. Speak into the microphone.

3. When you finish, press **RECORD** again.

Note: VOICE MAIL must be on to record.

RECORDING A CONVERSATION

You can record both sides of your telephone conversation using the handset or headset.

Important: Every state has different regulations governing the recording of conversations over the telephone. Be sure to check your local, state, and federal laws before using this product to record any telephone conversation in order to determine that your use is compliance with such laws or guidelines.

1. To start recording a phone conversation, press **RECORD**. **CONV RECORDING** appears.

2. To stop recording, press **RECORD** again.

The TAD stores the recorded conversation as a message.

Note: You cannot record conversations while using the speakerphone.

PLAYING MESSAGES

Voice mail must be on for the system to record and retrieve messages at a station. You hear messages through the built-in speaker, but you can also lift the handset or press **HEADSET** to listen to messages privately.

When messages have been received but not played, VOICE MAIL flashes rapidly and the display indicates the number of new messages received.

Playing New Messages

To play new messages only, press **PLAY NEW**. You hear either "I will play new messages" or "No new messages." All new messages are played in the order received. The message number, day and time are announced before each message.

To stop playing messages, press **VOICE MAIL**. The TAD prepares to answer the next call.

The TAD announces "End of messages" when it has played all new messages. The new message count reverts back to **00** and VOICE MAIL slowly flashes. Any saved messages are reflected in the **MESSAGE TOTAL** count.

Playing All Messages

To play all saved and new messages, press **PLAY ALL**.   You hear either "I will play messages" or "You have no messages." All messages play in the order received. The message number, time and day are announced before each message. At the end of the last message, the TAD announces "End of messages."

Repeating Messages

To replay the current message from the beginning, press **REPEAT ◀** once. Repeatedly press **REPEAT ◀** to skip backward to the previous message.

Skipping to the Next Message

To skip to the next message, press **SKIP ▶** during playback.

Pausing Message Playback

To pause message playback for up to five minutes, press **PLAY ALL** or **PLAY NEW** during playback. **PAUSE** appears and playback stops. Press **PLAY ALL** or **PLAY NEW** to resume playback.

Note: If you do not resume message playback in five minutes, pause and message playback ends.

To stop listening to the message and restart playback of the remaining messages later,

press **ON/OFF/STOP** while the message is playing. The system stops playback and sets itself to answer the next call.

Note: If you press **ON/OFF/STOP** while the playback is already stopped, the system turns off the answering function.

Variable Speed Playback

Variable Speed Playback allows you to play your messages 25% faster or 25% slower. The pitch of the caller's voice remains unchanged.

1. Press **VSP SLOW**▼ to slow down, or **VSP FAST**▲ to speed up. The message plays slower or faster than normal.

2. To resume normal playback, press the opposite button: press **VSP SLOW**▼ to return from fast playback, press **VSP FAST**▲ to return from slow playback.

DELETING MESSAGES

To delete the current message while retaining others, press **ERASE** during playback. You hear a beep to indicate the message is erased. After the "End of messages" announcement, the message counter is updated.

To delete all messages at once, press **ERASE** within 7 seconds after all messages have played. The TAD announces "I will erase messages," and deletes all messages. The message counter returns to **00**.

If you change your mind and decide not to delete all messages, press **SAVE** within 3 seconds after you press **ERASE**. The TAD announces "I will save messages."

REMOTE OPERATION

Programming a Remote Access

Code

The TAD's three-digit remote access code prevents unauthorized remote access to your messages. The access code is preset to **1 2 3**. Follow these steps to change the code to any number from **0 0 0** to **9 9 9**.

1. Press **PROGRAM**.

2. Select **ANSW**.

3. Select **NEXT** four times until **REMOTE CODE** appears.

4. Enter three digits, using the keypad. Select **CHANGE**.

5. Select **SAVE**.

6. Press **PROGRAM** to exit.

To check your remote access code, follow Steps 1–3 above. The current access number appears. Press **PROGRAM** to exit.

Using Remote Access

While you are away from your home or office, you can use a touch-tone phone, or pulse (rotary) phone with a pocket tone dialer (available through your local RadioShack store) to access your messages.

Press	To
1	Play All Messages
2	Save All Messages
3	Erase All Messages
*	Skip Backward
#	Skip Forward

The TAD hangs up after you enter your remote access code if no new messages were received.

❏ *Troubleshooting*

Problem	Solution
Cannot program the existing ID after disconnecting and re-connecting the phone.	Perform a system update at another station (see "Performing a System Update" on Page 38).
Cannot access the program mode.	Station is off hook or on hold. Hang up or turn off hold.
Does not receive PAGE ALL.	• The station is set as the Auto Attendant. Turn off. • DND is on. Turn off.
Cannot join in a conference call.	• Release Call Privacy (see"Making a Conference Call" on Page 18). • Another station has already joined the call.
Intercom does not work.	• Make sure both stations are connected to Lines 1 and 2. • Called station is in DND.
Cannot view the activity of other stations.	Line 1 is not common to all units.
The line indicator flashes when a call comes in but the phone does not ring.	• Auto Attendant turned on. Turn off. • Ringer switch set to off. Turn on. • Ringer programmed as off. Turn on. • DND turned on. Turn off.
One station's number continues to appear when the station is not in use.	• DND is on at that station. Turn off. • Make sure the unit is connected to the line and AC power.
The telephone does not ring.	• Auto Attendant turned on. Turn off. • Ringer switch set to off. Turn on. • Ringer programmed as off. Turn on.
There is no dial tone and the display is blank.	Connect AC power.
Callers cannot hear you when using the handset, but you can hear them.	• Check the handset cord connection. • Check MUTE.
When a call comes in on Line 2, LINE 2 indicator does not light.	Check the FAX/PC switch. The switch should be set to PHONE when a PC or fax is not connected.
Cannot operate the phone during a power failure.	Install the backup batteries.

Problem	Solution
A caller's message was not saved.	• The message was not over four seconds. • Caller transferred the call to another station after recording the message at your station.
Cannot select the greeting.	Greeting timer is on. Turn off.
The telephone answering system is disabled.	Connect Line 1.
Cannot turn voice mail off.	• The station is the Auto Attendant. Turn off. • Greeting timer is on. Turn off.
The greeting callers hear is not Greeting 1.	• Greeting timer is on. Turn off. • Check primary greeting setting.
Callers cannot access a station's voice mail.	• Make sure that station has voice mail turned on. • Connect Line 1. • Call is on the private line.
The phones ring but the answering system does not answer the call.	• Auto Attendant is on. Turn off. • Voice mail is turned off. Turn on. • Auto Attendant is not programmed to answer the ringing line.
Communication errors occur during call transfer/intercom/page all.	A station might have been removed without performing a system update.
Cannot enter remote code number to access my messages.	Re-enter the remote code after hearing the remote code menu.
Disconnected after entering my remote code number.	You do not have any recorded messages.

U.S. Patents: 5,289,529; 5,400,393; RE34,968. Other Patents Pending.
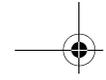
PERFORMING A SYSTEM UPDATE

The system update renews the status of all the stations in the system. The system automatically updates itself when you disconnected Line 1, reconnected it or when AC power has failed and then been restored. You must manually update the system when you remove a station from the system or change an extension ID.

If the network is set to full capacity and a system update is required, **PERFORM SYSTEM UPDATE AT A DIFFERENT STATION** or **UPDATE NEEDED** appears. The station showing either display is not properly linked to the system, so perform the system update at another station.

1. Press **PROGRAM**.

2. Select **OTHER**.

3. Repeatedly select **NEXT** until **SYSTEM UPDATE** appears.

4. Select **YES**. **UPDATING NOW** appears. When the update completes, **FINISHED** appears.

5. Press **PROGRAM** to exit.

RESETTING THE TIME AND DATE

The backup batteries keep the clock running for about one hour after a power failure. If the power is out for more than one hour, you must reset the clock.

1. Press **PROGRAM**, then select **ANSW**.

2. Select **NEXT**. **TIME&DAY SETUP** appears. Select **ENTER**. The time setting menu appears.

3. Use the keypad to enter the hour and minutes in two digits. Precede a single-digit hour or minute with 0 (01, 02, 03, and so on).

   If you make a mistake, select **BACK** to reenter the correct time.

4. Select **SAVE**, then **NEXT**. The AM/PM selection menu appears.

5. Select **CHANGE** to toggle between **AM** and **PM**. After setting **AM** or **PM** correctly, select **NEXT**. The date setting menu appears.

6. Use the keypad to enter the month (01–12) and day (01–31).

   If you made a mistake, select **BACK** to re-enter the correct date.

7. Select **SAVE**, then **NEXT**. Day of the week setting menu appears.

8. Select **CHANGE** until the correct day of the week appears. Then select **NEXT**.

9. Press **PROGRAM** to exit.

Note: INPUT CORRECT DATA appears if you enter an invalid date or time. Check and correctly enter the data.
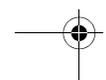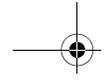
CARE

Keep the phone dry; if it gets wet, wipe it dry immediately. Use and store the phone only in normal temperature environments. Handle the phone carefully; do not drop it. Keep the phone away from dust and dirt, and wipe it with a damp cloth occasionally to keep it looking new.

Modifying or tampering with the phone's internal components can cause a malfunction and invalidate its warranty and void your FCC authorization to operate it. If your phone is not performing as it should, take it to your local RadioShack store for assistance. If the trouble is affecting the telephone lines, the phone company can ask you to disconnect your phone until you have resolved the problem.